

LESSONS LEARNED "Alerts"

September 11, 1997

1. Site File Maintenance

When setting up the Site File Maintenance assure that the back-up Sysops E-Mail Aliases are assigned. The primary and back-ups will get all mail errors regarding Alerts. Decide who will be the primary Sysop responsible for responding to messages and coordinate with one another as to who will be responsible for this task upon the absence of one another.

2. Adding a Buying Command

When requesting that a Buying Command be added to the Buy Act Table assure that all the necessary information (as noted in the Buy Act Instructions) is provided, not just the activities Procurement ID. Call the DCMDE help desk to add new Buying Commands.

3. CPSS Viewing

As a reminder, customers do have the capability of viewing a CPSS (pending requests) prior to the supervisory approval.

4. CPSS Response

Always answer a CPSS request, even if there happens to be an Alert in the process of being formulated for the same item/schedule.

5. Alerts Training

All QA personnel are expected to be trained to input an Alert at DCMC sites that have assigned CATs by contract number. Not being assigned to a CAT does not preclude an individual from entering an Alert.

6. Closing Alert

When closing an Alert the Administrative Contracting Officer (ACO) is required to recap the analysis entered by contract surveillance team. The ACO's comments are the only comments that are contained in the electronic message sent when closing the Alert. Remarks such as: "See above" or "Concur with the above remarks." are **not** acceptable.

7. COPY and PASTE

The Windows copy and paste functions work in the Alerts application via the keystroke commands (there are no menu options to do this). For instance, if one were doing successive Alerts/CPSS for the same reason on different contracts, it would be easy to copy a narrative instead of re-typing it.

The user needs to go to the narrative that he or she is interested in copying and highlight the text in the normal manner using the mouse. After the text has been highlighted, the user needs to press the Ctrl-C combination in order to copy the selected text to the Windows clipboard. Then the user needs to go to the narrative block of the new Alert/CPSS. Pressing the Ctrl-V key combination at this point will paste the text from the Windows clipboard into the narrative block. The Windows clipboard holds the most recently copied/cut item until another such copy/cut occurs or Windows has been exited. Text for an Alerts application narrative block could come from any Windows application once the text has been placed "onto" the Windows clipboard.

8. Customers Responding to Alerts/CPSS - email problems

Some customers are responding Alerts by using the message reply option in their email system. These responses cannot be directed back to the DCMC enduser generating the Alert. These correspondences get hung up in the Alerts system as undeliverable and the District Sysop receives them as error messages.

Please encourage customers to either fax their replies OR electronically to your internet email address. Please add to the closeout verbage indicating your instructions ex: "Please FAX me your response to Alert as soon as possible. My fax number is....." **or** "Please respond via email to my email address jsmith@dcmdw.dla.mil".

9. **FAXing Alerts/CPSS**

DCMC Alerts/CPSS' are to be faxed to customers that have not or are not capable of receiving the action electronically. There are no electronic resend capabilities for instances in which the EMAIL has failed. An Alert shall be transmitted electronically to customer POCs having a valid internet mail address. This applies to all customers, regardless as to their connectivity to the Alerts database. For those not possessing this capability the hard copy Alert shall be faxed upon completion of the ACO Formal Review.

10. **Assign by Contract**

a. DO NOT Edit PIIN/SPIIN

When the Alerts program is configured for Assign by Contract in the Sysop screen, you assign the workload to a team by PIIN/SPIIN. Once a PIIN/SPIIN record has been entered and assigned to a CAT, do not edit the PIIN/SPIIN which causes replication to stop. Presently, the Sysop does not have the capability of deleting completed contracts/orders from the "Enter CA Teams by Contract Number" table. Contact the District helpdesk to resolve conflicts.

b. CAT

The system automatically creates a base CAGE and allows the setup of CAGE plus team names when using assign by contract. When entering the CAGE and team name **DO NOT** leave any spaces between the two. Correct examples: 98087VS not 98087 VS; OBHW2RLOM not OBHW2 RLOM. When spaces are used system cannot identify the cage plus team name when attempting to assign to a PIIN/SPIIN.

11. **Alerts/CPSS Processing Time**

Alerts should and CPSS shall be processed (closed) within 5 days from receipt.

12. **Documented Problems**

a. Dropping names from CAT

There have been reports of intermittent names dropping off the CAT. Please document steps completed prior to the problem occurring. To date the error cannot be manually recreated.

b. List Contracts Button

This feature will not be available until PHASE II.

13. **Alerts Web Site**

DCMC Alerts Web site displays current information to include: buying command office instructions; weekly status, deployment status, and points of contact list. WEB site is <http://www.dcmc.dcrb.dla.mil/TEAMINFO/Alerts/Index.htm>.

The Alerts team appreciates your support in relaying this information to all your users. If you or any of the users have any questions regarding this request, please contact the DCMDE Help Desk (888)616-7597 or DCMDW Alerts Help Desk (310) 335-4296 or DSN 972-4296.